

CLAIMS

What is claimed is:

1. A system for measuring work productivity comprising:
an activities-recording computer;
a first memory device in communication with the activities-recording computer, the first memory device having at least a first to-do list stored therein;
at least a first technician computer in communication with the activities-recording computer, the first technician computer being operated by a first technician;
at least a first display monitor connected to the first technician computer;
at least a first input device connected to the first technician computer;
and wherein the activities computer retrieves the first to-do list from the first memory device and sends it to the first technician computer, the first technician computer causing the first to-do list to be displayed on the first display monitor, and wherein if the first technician selects an item on the displayed to-do list with the input device, the first technician computer sends an indication of the selection to the activities-recording computer and the activities-recording computer causes the indication to be stored in the first memory device.
2. The system of claim 1, further comprising a network, the activities-recording computer and the first technician computer being connected to the network and being in communication with each other via the network.
3. The system of claim 2, wherein the activities-recording computer is a web server and wherein the first technician computer runs a web browser program that displays the first to-do list in a window on the first display monitor.
4. The system of claim 3, wherein the network is an intranet that uses a Transmission Control Protocol/Internet Protocol (TCP/IP) to transmit packets to IP addresses on the network.
5. The system of claim 3, wherein the network is a local area network (LAN).
6. The system of claim 3, wherein the network is a wide area network (WAN).

7. The system of claim 3, wherein the network is the Internet.
8. The system of claim 1, wherein if an item on the first to-do list is selected with the input device, a start time indication associated with the selected item is stored by the activities-recording computer along with the indication of the selection in the first memory device.
9. The system of claim 1, wherein if after an item is selected on the to-do list, a logoff option displayed on the first display monitor is selected with the first input device, the activities-recording computer stores a stop time indication associated with the item selected from the to-do list in the first memory device.
10. The system of claim 9, wherein if after an item on the to-do list is selected, an exception option displayed on the first display monitor is selected with the first input device, the activities-recording computer stores an exception start time indication in the first memory device.
11. The system of claim 10, wherein if after an item on the to-do list is selected, a jeopardy option displayed on the first display monitor is selected, the activities-recording computer stores a jeopardy identifier in the first memory device.
12. A method for measuring work productivity comprising:
storing a first to-do list in a first memory device, the first to-do list including a listing of work items that need to be performed; and
with an activities-recording computer, retrieving the first to-do list from the first memory device and sending the first to-do list to a first technician computer that causes the first to-do list to be displayed on a first display monitor connected to the first technician computer.
13. The method of claim 12, wherein the activities-recording computer and the first technician computer are connected to a network and are in communication with each other via the network.

14. The method of claim 13, wherein the activities-recording computer is a web server and wherein the first technician computer runs a web browser program that displays the first to-do list in a window on the first display monitor.
15. The method of claim 14, wherein the network is an intranet that uses a Transmission Control Protocol/Internet Protocol (TCP/IP) to transmit packets to IP addresses on the network.
16. The method of claim 14, wherein the network is a local area network (LAN).
17. The method of claim 14, wherein the network is a wide area network (WAN).
18. The method of claim 14, wherein the network is the Internet.
19. The method of claim 12, further comprising:
in the activities-recording computer, receiving an indication that an item in the to-do list has been selected; and
storing the indication of the selection in the first memory device.
20. The method of claim 19, further comprising:
with the activities-recording computer, storing a start time indication associated with the selected item in the first memory device.
21. The method of claim 20, further comprising:
in the activities-recording computer, receiving an indication that a logoff option displayed on the first display monitor has been selected; and
with the activities-recording computer, when the indication of the logoff option selection is received, storing a stop time indication in the memory device.
22. The method of claim 21, further comprising:
in the activities-recording computer, receiving an indication that a selection option displayed on the first display monitor has been selected; and

with the activities-recording computer, when the indication of the exception option selection is received, storing an exception start time indication the memory device.

23. The method of claim 22, further comprising:

in the activities-recording computer, receiving an indication that a jeopardy option displayed on the first display monitor has been selected; and

with the activities-recording computer, when the indication of the jeopardy selection option is received, storing a jeopardy identifier in the memory device.

24. A computer program for measuring work productivity, the program being embodied on a computer-readable medium, the program comprising:

a first code segment for storing a first to-do list in a first memory device; and

a second code segment for retrieving the first to-do list from the first memory device and initiating sending of the first to-do list to a first technician computer.

25. The computer program of claim 24, further comprising:

a third code segment for recording activity data in a first memory device, the activity data being generated by a first technician computer in response to a technician selecting items from a to-do list displayed on a display monitor with an input device connected to the first technician computer.

26. The computer program of claim 25, wherein when an item on the to-do list is selected with the input device, the third code segment causes an indication of the selected item and a start time indication associated with the selected item to be stored and in the first memory device as activity data.

27. The computer program of claim 26, wherein if after the selection of the item on the to-do list is made, a logoff option displayed on the first display monitor is selected with the first input device, the third code segment causes a stop time indication associated with the selected item to be stored in the first memory device.

28. The computer program of claim 27, wherein if after the selection of the item on the to-do list is made, an exception option displayed on the first display monitor

is selected with the first input device, the third code segment causes an exception start time indication to be stored in the first memory device.

29. The computer program of claim 28, wherein if after the selection of the item on the to-do list is made, a jeopardy option displayed on the first display monitor is selected with the first input device, the third code segment causes a jeopardy identifier to be stored in the first memory device.